



DWD Issuance 04-2009

Issued: October 26, 2009  
Effective: October 26, 2009

**Subject: Career Assistance Program (CAP) Immediate Engagement (IE) Guidelines Policy**

1. Purpose: To provide CAP case managers a revised policy regarding the IE process for Temporary Assistance (TA) applicants.
2. Background: In most cases, TA applicants are required by state law to complete IE prior to being approved for TA benefits. This process is completed at the CAP subcontractor and previously took up to two hours. The assessment within the IE process has been shortened to potentially allow case managers more time to assist recipients in participating in countable work activities for the fully required hours.
3. Substance: Attached is the "Immediate Engagement Guidelines" policy. Significant elements include:
  - Family Support Division's Role
  - Career Assistance Program's Role
  - Telephone Immediate Engagement Process
  - Transportation Related Expense (TRE)
  - Good Cause
4. Action: Effective October 26, 2009, Local Workforce Investment Boards and program operators must comply with this guidance when implementing and operating CAP. The revised "Immediate Engagement Guidelines" policy is effective upon receipt of this policy issuance and replaces the current "Immediate Engagement Guidelines" policy located in the "Applicant Policies" section of the CAP policy manual.
5. Contact: Questions or comments regarding this issuance should be directed to Susan Petersen, Manager, Self Sufficiency Programs, at 573.526.8266 or [susan.petersen@ded.mo.gov](mailto:susan.petersen@ded.mo.gov)
6. Reference: Department of Social Services, Division 40, Chapter 2, 13 CSR 40-2.370  
<http://www.sos.mo.gov/adrules/csr/current/13csr/13c40-2.pdf>

7. Rescissions: Current “Immediate Engagement Guidelines” Policy
8. Attachments: (1) CAP Immediate Engagement Guidelines Policy, Toolbox 2.0 Instructions, (2) TA Applicant Assessment Instructions, and (3) TA Applicant Assessment.



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